

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1841

TITLE: INFORMATION TECHNOLOGY EDUCATOR III

GRADE: S-23

DEFINITION:

Under general supervision, performs advanced level work as a senior trainer, providing training to County employees in the use and application of the full range of advanced level business application software packages; develops course curricula and training materials; plans and coordinates software training to meet the needs of an assigned group of County agencies; provides assistance and back-up to the Manager of the Automated Systems Training Center (ASTC) in a variety of areas, such as administrative activities and overall program planning and work plan development; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This class is distinguished from the Information Technology Educator II in that positions allocated to the lower level class design, develop and deliver courses predominately at the beginning and intermediate levels and do not have senior trainer responsibilities.

This class is distinguished from the Information Technology Educator IV class which is used for classification of the position which serves as manager of the ASTC.

ILLUSTRATIVE DUTIES:

As a member of the ASTC training team, researches, designs, develops, and refines course curricula and training materials for courses, predominantly at the advanced level, on the full range of business applications software packages: DOS and windows based word processing, spreadsheet, database management, graphics/desktop publishing, local area network (LAN) administration, and the County's electronic mail system;

Presents standard and customized training courses, and courses dealing with advanced technology;

Provides consultation to users seeking assistance with specific advanced level software features and functions;

Develops and delivers customized training sessions for agencies or groups with special needs;

Provides assistance and back-up to the Manager of the Automated Systems Training Center (ASTC) with administrative and supervisory responsibilities such as budget preparation and monitoring, approval of purchase of materials, approval of leave and time and attendance sheets, and limited oversight of lower level trainers;

Assists the ASTC Manager with County-wide needs assessment and planning projects;

Works with the ASTC Manager on the development of goals and objectives for the training center;

Assists with the development of work plans for accomplishment of goals and objectives;

Provides back-up to the ASTC LAN Administrator;

Ensures that staff from assigned agencies are equitably scheduled for available training sessions;

Independently, or with one other ASTC training team member, conducts needs assessment and maintains liaison, and facilitates meetings with agency training coordinators to determine and address the immediate and future business application software training needs of an assigned group of agencies;

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Acts as a mentor for agency trainers participating in the ASTC's train-the-trainer program; and
Maintains knowledge of new business applications software, enhancements to existing business application software, and emerging hardware and software technology.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of operating systems and advanced business application software packages;
Knowledge of, and ability to address adult learning styles;
Effective oral and written communication skills;
Platform training/presentation skills;
Project management skills;
Skill in the application of a variety of operating systems and advanced business applications software (word processing, spreadsheet and database management, graphics/desktop publishing);
Ability to serve as a senior trainer, providing guidance and instruction to full performance level trainers;
Ability to conduct needs assessments;
Ability to participate in the planning and prioritization of the ASTC workload and work processes as they relate to immediate and future County software training needs;
Ability to conceptualize and design advanced software applications to improve the efficiency of complex manual operations;
Ability to work independently and to facilitate team work;
Ability to teach/convey technical material to technical end-users;
Ability to develop and write courseware for technical users;
Ability to motivate students with varying skill levels;
Ability to facilitate meetings;
Ability to keep abreast of changing software technology.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:
Graduation from an accredited college or university with a Bachelor's degree; PLUS
Four years of experience providing technical support/training on computer business applications software packages (word processing, spreadsheet, data-base management, desktop/publishing/graphics, etc.), INCLUDING
Two years of experience troubleshooting in and developing technical documentation on intermediate and/or advanced level software applications in a multi-platform, business environment. A Master's degree may be substituted for one year of the required experience.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

ASSIGNED NEW CLASS CODE #:

REVISED:

ESTABLISHED:

July 1, 2007

May 16, 1997

February 13, 1995